

## Admission Process

### Admitting Office

Please proceed to the Admitting Department upon arrival. For inquiries, call: 4011 4035 / 4011 4036

### Cashier Office

After checking in, please visit the Cashier Office for payment. For inquiries, call: 4011 4025

### Escort to Your Room

A member of the hospital team will escort you to your assigned inpatient room following admission.

### Your Inpatient Room

Most rooms at Al Wakra Hospital are shared with two patient beds and a shared bathroom. A limited number of private rooms are available, based on eligibility and availability. All inpatient rooms are thoughtfully designed to support your comfort, privacy, and healing, and include:

- A television with cable access
- A landline phone for internal and local calls
- Clean bed linens and towels
- A nurse call bell located next to your bed (Please use it anytime you need assistance.)

Your care and comfort are our priority. If you have any concerns or questions, please speak with any member of your care team. h the next phase and answer any questions you may have.

## During Your Hospital Stay

We are committed to making your stay at Al Wakra Hospital as comfortable, safe, and person-centered as possible.

### What to Expect After Admission

Within the first 24 hours of admission, your healthcare team will:

- Complete a comprehensive initial assessment
- Discuss your treatment and care plan with you and your care partner, including:
  - Medications
  - Required tests or imaging
  - Consultations or referrals
  - Your expected discharge date

Your assigned nurse will:

- Orient you to your room and available facilities
- Explain important practices that encourage patient and family engagement
- Assess your needs, preferences, and what matters most to you

### Daily Care Routine

Nurses work in three shifts, with shift handovers done at the bedside, involving you and your care partner. This ensures accurate communication and promotes your active participation. You're encouraged to use the in-room whiteboard to update information or note any personal reminders in your own handwriting. Every day, your care team will visit between 8:00 AM and 10:00 AM to discuss your condition, listen to your concerns, and outline your daily clinical and personal care plan.

### Meals & Cleanliness

- You will receive three nutritious meals and two snacks daily.
- You may bring food from home if approved by your healthcare team to ensure dietary compatibility.
- Room cleaning is performed regularly and can also be requested as needed.

## The Discharge Process

- The healthcare team will involve you in the discharge planning process and ensure all post-discharge instructions are clearly communicated and confirmed.
- To help us prepare for incoming patients, we kindly ask that you vacate the room before 11:00 AM on the day of discharge.

If you have any questions during your stay, please don't hesitate to speak with your nurse or a member of your care team. We're here to support you every step of the way.

We are committed to ensuring your experience is smooth, comfortable, and person-centered.

**Thank you for choosing Al Wakra Hospital.**

# Admission at Al Wakra Hospital



مستشفى الوكرة  
Al Wakra Hospital

عضو في مؤسسة حمد الطبية  
A Member of Hamad Medical Corporation



## Dear Valued Patient and Family Member,

We warmly welcome you to Al Wakra Hospital. We understand that being admitted to the hospital, especially for the first time, can feel overwhelming. Whether your stay is planned or unplanned, our goal is to provide you with safe, compassionate, and person-centered care throughout your time with us.

Your admission may be arranged in several ways:

- Through the Emergency Department or Outpatient Clinics for observation or overnight stay
- As a planned admission, discussed and agreed upon in partnership with your doctor through shared decision-making

## Inpatient Services at Al Wakra Hospital

Al Wakra Hospital offers a full range of acute, intensive, and long-term inpatient care services designed to meet diverse medical needs:

### Acute Inpatient Units

Located across the North and South Towers, these units include:

- 6th floor – Medical Inpatients
- 5th floor – Surgical Inpatients
- 4th floor – Medical and Burn Inpatients
- 3rd floor – Obstetrics and Gynecology
- 2nd floor – Cardiology and High Dependency Unit (HDU)
- 1st floor – Burn Inpatient Unit

### Adult Medical & Surgical ICU

Located on the 1st floor, single room:

### Pediatric and Neonatal ICU

All acute and long-term pediatric admissions are managed at the Al Maha Pediatric Specialized Care Center.

## Get Involved in Your Care

To help us better understand your values and preferences, we encourage you to bring the following materials with you:

- **My Care Passport** – Your personal guide to what matters most during your care journey
- **Engaging in Your Care Experience** – A guide to help you take an active role in your treatment and decision-making
- **SAHL-E Tool** – A quick self-assessment to help you and your care team better understand your comfort with health-related terms

These tools support our commitment to providing care that is truly centered around you. If you have any questions or need support during your stay, our staff are always here to help.

## Preparing for Your Admission

As discussed with your healthcare team, your full cooperation and preparedness are important to ensure your safety and the continuity of your care throughout your stay at Al Wakra Hospital.

## What to Bring with You

- **Required Documents**
  - A valid Health Card
  - A bank card for payment
  - Any additional documents requested by your care team
  - All your home medications currently being taken
- **Personal Items**

We recommend bringing:

  - Comfortable clothing
  - Personal toiletry items (e.g., toothbrush, comb, soap)
  - Mobile phone and charger